

## Vacancy Announcement

<b>Position</b>	<b>MEAL Manager</b>	<b>Starting date</b>	September 2023
<b>Location</b>	Paris 9th arr., HQ ; France	<b>Type of contract</b>	CDI (open end contract)
<b>Contract Duration</b>	indefinite	<b>Security Risk Level</b>	Calm (1/4)

## About Acted

For the past 30 years, international NGO Acted has been going the last mile to save lives. Currently, Acted supports 20 million people across 43 countries to meet their needs in hard-to-reach areas – and pursues a triple mandate as a humanitarian, environmental and development aid actor. Acted relies on an in-depth knowledge of local territories and contexts to develop and implement relevant long-term actions, with a wide range of local and international partners, building together a “3ZERO” world: Zero Exclusion, Zero Carbon, Zero Poverty

## Position context and key challenges

Composed of 120 staff, Acted’s headquarters are located in Paris to support and mainstream the organization’s interventions worldwide.

## Key roles and responsibilities

Under the supervision of the Vice CEO Programmes, Impact & Accountability, the Monitoring, Evaluation, Accountability and Learning (MEAL) Manager at HQ is responsible for 1) overseeing the implementation of robust and sound MEAL systems in all countries, 2) coordinating MEAL country teams globally, and 3) managing the HQ MEAL Unit, to ensure the MEAL Unit fulfils its mandate: improving the relevance, quality, efficiency, effectiveness, impact, sustainability and accountability of Acted programmes.

Oversee the implementation of robust and sound Acted MEAL systems, and provide technical support as relevant, to ensure the MEAL Unit fulfils its mandate in all Acted countries

### **Overall MEAL systems**

- a) Follow up and support the implementation of the MEAL systems as described in Acted MEAL standard guidelines in all countries ;
- b) Stay abreast of new “industry” developments/standards and adjust Acted systems as relevant, in coordination with Vice CEO Programmes, Impact & Accountability;
- c) Support the creation and implementation of country MEAL Unit development strategies to achieve its mandate;
- d) Provide feedback on the monthly MEAL TITANIC (monthly MEAL report, country MEAL workplan, monthly CRM report, COMPFU, learning database);
- e) Ensure the HQ MEAL Unit identifies critical issues relating to shortcomings in country MEAL systems’ implementation, and alert the Vice CEO Programmes, Impact & Accountability;
- f) Develop a global learning system to ensure key strategic programmatic lessons learnt and best practices are channeled to relevant HQ Programme Department staff, to contribute to the improvement of projects and influence the development of future activities throughout Acted countries and over time;
- g) Oversee the global GREAT process, so that Acted global standard programme indicators are adequately collected, reviewed, consolidated and reported on;

### **Technical research support**

- a) As relevant and in coordination with relevant staff, provide technical support to the MEAL country teams throughout the research cycle; i.e. appropriate data collection methodologies, data cleaning, data analysis, data dissemination/utilization plans, data storage and data protection;

- b) Follow-up with country MEAL units on their plans to conduct needs assessments to inform Acted's programming/fundraising in a timely manner, and support research design as needed;
- c) In close coordination with the GMU, review logical frameworks for key project proposals and MEAL products for key projects in a timely manner;
- d) Ensure MEAL frameworks for key projects are collected and reviewed, to check measurement methodologies are sound, in line with donor expectations, useful to project quality, and take into account existing constraints and available resources;
- e) Ensure timely information around project successes and challenges/risks (incl. alerts on delays and nonachievement of contractual indicators) is collected, handled appropriately, and channeled to the relevant HQ Programme Department staff to support project implementation follow-up and improvement;
- f) Ensure beneficiary verification is conducted by the country MEAL Units as per Acted standards under all relevant projects;
- g) Ensure ToRs and reports for all internal and external evaluations are reviewed and approved by the HQ MEAL Unit, in coordination with the GMU and HQ Logistics Department;
- h) Follow-up and encourage the country-level proactive collect and dissemination and use of knowledge gained through MEAL activities among project implementation and project development teams;

#### **CRM**

- a) Follow-up on the effective functioning of the Complaints and Response Mechanism (CRM) in line with Acted standards, and formulate recommendations for improvement to MEAL field teams;
- b) Review COMPFUs to ensure complaints/feedback are adequately captured, analyzed, addressed and responded to in a timely manner and utilized by the programme and coordination teams;
- c) Consolidate and analyze global quarterly and annual COMPFUs for internal and external reporting;
- d) In coordination with the Vice CEO Programmes, Impact & Accountability, refer sensitive complaints to Acted's two other complaint mechanisms (i.e. Grievance and Transparency) on a quarterly and annual basis, contribute to investigations processes upon request, and share useful information on relevant complaints with HQ Logistics and Security Directors;
- e) Build capacity and understanding among Acted staff on accountability and the CRM.

#### **Coordinate and follow-up MEAL country teams globally**

- a) Lead on the technical part of the recruitment process for international MEAL Managers/Officers/Interns in close coordination with the HQ HR Recruitment Unit and Country Directors;
- b) Coordinate with the HQ HR Recruitment Unit and Country Directors to contribute to the follow-up and career management of international MEAL staff (i.e. internal mobility, including REACT missions);
- c) Contribute to briefing newly recruited / promoted / REACT staff to ensure they understand and are able to perform their roles and responsibilities;
- d) Conduct technical debrief of international field MEAL staff after their assignment in collaboration with the HR Department;
- e) Facilitate cross-country MEAL good team dynamics, notably by moderating Acted's global MEAL Skype and e-mail group and sharing information/knowledge/resources;
- f) Ensure e-mail and Skype lists of MEAL teams are maintained.

#### **Manage the HQ MEAL team and ensure the HQ MEAL Unit operates in an effective manner**

- a) Ensure HQ MEAL Unit staff understand and are able to perform their roles and responsibilities;
- b) Directly manage the HQ MEAL team delineating their responsibilities and follow-up the work plans and day-to-day activities, to enable them to effectively manage their workload;
- c) Ensure a positive working environment and good team dynamics;
- d) Undertake regular appraisals of staff in the MEAL Unit and follow career management;
- e) Support, train and mentor the MEAL team with the aim of strengthening their technical capacity and exchanging knowledge;
- f) Conduct the HQ MEAL Unit-specific induction training for newly recruited staff;
- g) Identify the HQ MEAL staff training needs and discuss plans with the Vice CEO Programmes, Impact & Accountability and HR Director for internal and external trainings;
- h) Ensure the HQ MEAL Unit's global follow-up tools are maintained (CRM dashboard, MEAL dashboard, MEAL deliverables).

**Other**

- a) Participate in MEAL-related conferences and workshops when possible and stay up to date of best practices and new knowledge created in the field of MEAL;
- b) As assigned by the Vice CEO Programmes, Impact & Accountability, take the lead on carrying out rapid fast, accurate and relevant needs assessments following large scale emergencies;
- c) Support the other units of the Programme Department whenever needed and on request of the Vice CEO Programmes, Impact & Accountability.
- d) Perform any other related activities as assigned by Acted Vice CEO Programmes, Impact & Accountability.

**Qualification et compétences techniques requises**

- Master's degree in a relevant field
- Excellent analytical skills
- 3 years of experience in AME
- Excellent communication and drafting skills for effective reporting on program financial performance
- Ability to monitor and evaluate financial and monitoring skills of communities through capacity-building efforts
- Ability to operate in a cross-cultural environment requiring flexibility
- Familiarity with the aid system, and understanding of donor and governmental requirements
- Prior knowledge of the region an asset
- Fluency in English required
- Ability to operate Microsoft Word, Excel and Project Management software

**Conditions et avantages**

- Salary defined by the Acted salary grid depending on education level, expertise – between 2600e and 2800e net per month
- Affiliation to health insurance
- Food allowance on working days
- 50% of Navigo pass taken in charge

**Postuler**

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